

Oregon Welcomes You - Refugee Service Delivery Map 2018

Background: This project has been made possible through the guidance of the Refugee Emotional Health Task Force and many dedicated community partners focused on issues impacting the emotional health of refugee communities in the Portland area. The Task Force was founded in June 2015 with the purpose to listen, share practices, and develop strategies to improve awareness of behavioral health activities benefiting refugees. The *Oregon Welcomes You - Refugee Service Delivery Map* started as a brainstorming activity over a year ago and is now being introduced to the community as a tool to improve collaboration, reduce mental health stigma, and increase access to mental health and other local social services for refugees resettling in our community.

Need: Imagine, being new to this country without any knowledge of where to access your healthcare, school supports or any community organizations; while you may be establishing safety and stability, it's challenging to navigate where to go for the help you need. Now imagine being a provider feeling confused about supporting a newcomer in our community -- not knowing where to access health records, resettlement support or ethnic self-help. This project aims to close this gap by illustrating the service delivery process and educating service providers and newcomers alike. It was designed to create a common understanding to map the trajectory of initial and ongoing services benefiting refugee newcomers.

Intended Benefit: *Oregon Welcomes You - Refugee Service Delivery Map* was designed to bring together service providers and refugee communities in an effort to deepen their understanding and knowledge of both time-sensitive federal and state funded services, and local resources in the Portland area. Our hope is that this tool will benefit our community in these distinct ways: increase awareness for both service providers and refugee communities regarding services offered to refugees upon arrival and the duration of these services; introduce culturally-specific resources available in our community to refugees; improve and increase agency collaboration and care coordination between service providers.

How to use and share:

- There are two sides to this tool. The front is the service delivery map and the back is the resource guide.
- Each icon on the map represents a different service. If you locate that same icon on the back it will identify what agency is responsible for providing that service.
- The timeline in the middle of the map identifies the length of time that service is provided, or within what timeframe that service should take place.
- The icons on the map under "*Continuing Services*" are local resources that are not time-sensitive and are available as needed.
- The "*Grassroots Organizations*" icon that spans the base of the map represents ethnic-based groups that provide a community safety net to support individuals and families where our systems fall short. As there are too many of them to mention we have left a blank space on the back page for you to add in a culturally-specific support or advocacy group specific to the individual.
- If you would like to learn more about culturally specific organizations and resources in our community please visit the Multco Global Cultural Services Directory at:
<https://multco.us/global/cultural-services-directory>

Disclaimer: This tool is intended to provide a visual portrayal of some of the core services and basic information about available resources in our community for refugees. It is not intended to be an exhaustive resource guide. This tool captures some of the current resources, and we know that many organizations were left out. In our current political climate, it is difficult to say that the current resources on the tool will still be actively providing services in the near future. We hope to update this tool annually and welcome your feedback and suggestions for improving this tool. E-mail dennehy@ohsu.edu with edits or corrections